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ABSTRACT

During the second semester of the 1971-72 school year, a pilot effort was initiated to use Eastern Airlines personnel as volunteer teachers. With the assistance of Eastern Airlines Officials and the Dade County Public Schools Division of Instruction, six community schools in the Northeast, North Central and South Central districts were opened to the Eastern Airlines Volunteer Program. The overall goal of the project was to meet youths' requests for assistance in the areas of academic subjects, vocational pursuits, or special interests and to give youths an opportunity to interact with an adult who is interested enough to give his time and to listen. (Included in this document are tables, copies of evaluation and questionnaire sheets, and as an appendix, volunteers' comments and recommendations.) (Authors/JA)

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Eastern Airlines' Volunteer Program

PROGRESS REPORT

MARCH 15, 1972 – MAY 25, 1972

SP 006 899

DADE COUNTY PUBLIC SCHOOLS

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OVERVIEW STATEMENT

During the second semester of the 1971-72 school year, a pilot effort was initiated to use Eastern Airlines' personnel as volunteers. With the assistance of the Eastern Airlines' officials and the Dade County Public Schools' Division of Instruction, six community schools in the Northeast, North Central and South Central Districts were opened to the Eastern Airlines Volunteer Program. These schools are identified in Table 1.

Feeling that every adult has something to contribute, either through education or experience, Eastern Airlines and Dade County Public Schools invited Easterns' management personnel to participate in a program aimed at assisting Dade County students who want help. The overall goal was to meet the youth's requests for assistance in areas of academic subjects, vocational pursuits or special interests and to give the youth an opportunity to interact with an adult who is interested enough to give his time and to listen.

TABLE 1

COMMUNITY SCHOOLS PARTICIPATING
IN THE
EASTERN AIRLINES' VOLUNTEER PROGRAM

School	Volunteer Resource Person	Community School Director
Brownsville Junior 4899 N. W. 24 Avenue Miami, Florida 33142	Mrs. Sally Wasson	James R. Bethel
John F. Kennedy Junior 1075 N. E. 167 Street North Miami, Florida 33162		Albert A. Simmons
Norland Junior 1235 N. W. 192 Terrace Miami, Florida 33169		Joseph C. Long
Ponce de Leon Junior 5801 Augusto Coral Gables, Florida 33146	Mrs. Helen Park	Mark T. Innerst
South Miami Junior 6750 S. W. 60 Street Miami, Florida 33134	Mrs. Nancy Cooper	John R. Sykes
Miami Central Senior 1781 N. W. 95 Street Miami, Florida 33147	Mrs. Phyllis Stein	Edward L. Liebhauser
Miami Springs Senior 751 Dove Avenue Miami Springs, Florida 33166	George M. Koonce	Edward A. Joseph

ACTIVITIES ACCOMPLISHED

The development of the Eastern Airlines' Volunteer Program centered basically around five areas: (1) recruitment of volunteers, (2) recruitment of students, (3) orientation, (4) courses taught, and (5) evaluation. The following pages include a description of these aspects of the corporate-school volunteer effort.

Recruitment of Volunteers:

The management personnel of Eastern Airlines were first introduced to the volunteer program through a letter from Mr. Frank Thompson, Staff Vice President, Personnel Relations. In this letter was a short summary of the purpose of the program and its goals. Attached to the letter was as application which the employee was asked to complete. On the application, the employee was asked to list his first, second and third choice in both the areas of service, which included courses of special interest and tutorial service in math and reading, and the school site preferred. (See Table 2 for copy of application.)

An interview was arranged between the Eastern volunteer, Dr. Audrey Jackson, the coordinator of the School Volunteer Program and Mr. Barry Pentony, an Eastern Airlines personnel representative. At this time, questions

TABLE 2

EASTERN APPLICATION FORM
SCHOOL VOLUNTEER PROGRAM
DADE COUNTY PUBLIC SCHOOLS

MR.
MRS.
MISS_____ _____ _____
Last First Middle

HOME ADDRESS_____ _____ _____
Number, Street City Zip

HOME TELEPHONE_____ EASTERN TELEPHONE EXTENSION_____

DEPARTMENT_____ JOB TITLE_____

EMPLOYEE NUMBER_____ BUILDING NUMBER_____

Please select your first, second and third choice in both the area of service you prefer and the school site which you would prefer as a place for you to contribute this service. In the categories where parentheses enclose specific areas, please circle a specific topic if that is one of your area choices.

AREAS

( ) Art (Appreciation, Painting, Sketching)
( ) Career Consultant for Airline Job
( ) Civics
( ) Computer Technology
( ) Data Processing
( ) Development of Leadership Skills
( ) Drafting/Planning
( ) Drama
( ) Drug Education
( ) English
( ) English as a Second Language
( ) Environment (Weather, Botany, Sea Science)
( ) Grooming/Health/Hygiene
( ) Home Economics
( ) How To Get A Job
( ) Logic
( ) Math Tutor (General Math, Algebra, Geometry, Calculus, Trigonometry)
( ) Meteorology
( ) Music Appreciation/Instrumental
( ) Operation of Governement for Foreign Students
( ) Photography
( ) Reading Tutor (Remedial, Advanced, Great Books, Debate)
( ) Salesmanship
( ) Spanish Tutor
( ) Techniques of Taking Tests
( ) Management of Time
( ) Other:_____

( ) John F. Kennedy Junior High
1075 N. E. 167 Street,
North Miami
( ) Miami Beach Senior High
2231 Prairie Avenue
Miami Beach
( ) Norland Junior High
1235 N. W. 192 Terrace
( ) Charles R. Drew Junior High
1801 N. W. 60 Street
( ) Miami Central Senior High
1781 N. W. 95 Street
( ) Miami Edison Senior High
6101 N. W. 2 Avenue
( ) Miami Springs Senior High
751 Dove Avenue
Miami Springs
( ) Primary "C" School
757 N. W. 66 Street
( ) Brownsville Junior High
4899 N. W. 24 Avenue
( ) G. W. Carver Junior High
4901 Lincoln Avenue
( ) Ada Merritt Junior High
660 S. W. 3 Street
( ) Ponce de Leon Junior High
5801 Augusto Street
Coral Gables
( ) B. T. Washington Junior High
1200 N. W. 6 Avenue
( ) South Miami Junior High
6750 S. W. 60 Street

were answered and the day of week and hours for services established.

After interviewing the volunteers, the coordinator turned the application over to the appropriate school site; at which time, the Volunteer Resource Person and the Community School Director began to recruit students and to match student needs with the skills of the volunteer.

Recruitment of Students:

The recruitment of students was the joint responsibility of the Volunteer Resource Person and the Community School director. In most cases, announcements and information sheets were sent out to the students explaining the program and listing the subjects being offered at the school. In every school, students were offered courses of special interest or tutorial help in math and reading. The students then either completed a form requesting a certain subject or were informally placed in a class, based on the student's request. Table 3 is a sample form used at South Miami Junior High.

After all requests were turned in, the Community School Director and the Volunteer Resource Person matched the students with the volunteers by subject, day and time. In some cases the school conferred with the students and their parents as to the day and time. However, the majority of the students were placed and later notified of their placement. (It was possible to change the day and time of the course after the volunteer and students met.)

TABLE 3

EASTERN AIRLINES
SCHOOL VOLUNTEER PROGRAM

The following courses in the South Miami Junior High Community School will begin the week of March 15, 1972 and end the week of June 15, 1972. These courses will be taught by volunteers from Eastern Airlines executives. Courses will be open to all S. M. Jr. High School students according to their interests and/or needs. Only one course per student will be allowed. There will be no charge for these classes. Students must do this on a voluntary basis only.

Registration will be handled by homeroom teachers on Thursday, March 2, 1972 on a first come first serve basis. Please sign up only if you are really interested in these courses and will follow through by attending regularly.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
Frank Bennett English Tutor Room 23	Robert Cravath Spanish Tutor Room 23	Robert Cravath ESL Room 23	Arthur Pogue Math Tutor, Algebra Room 225
Arthur Testa English Tutor Room 24	Tom Teglassy Spanish Room 25	Ronald Reider Leadership Room 223	Charles Aye Math Tutor, General Room 224
A. Norman Koppen Civics Room 26	David Vaughan International Affairs Room 23	Bob Donnelly Photography Room 63	Carley Keats Math Tutor, General Room 223
Frank Yaman Drafting Room 224	Terry Dougherty Computer Tech. Room 24	John Jahreis Drafting Room 224	Bill Evans Math Tutor Room 222
Angelo Rosario Photography Room 63	Carole Jackson Computer Tech. Room 26	Fred Grogan Logic Room 225	Curt Kammer Math Tutor Room 221

Orientation:

In most cases, orientation for the Eastern volunteers was held on an informal basis where the Community School Director provided the direction for the volunteer at the school on an individual basis. Two of the schools held a one night orientation for their volunteers. At this time, the Community School Director introduced the community school staff, explained the program and provided a tour of the school and its facilities. (Table 4 is a sample agenda of a one night orientation.) At these orientations, the volunteers were given their room assignment, a list of students and the actual course name they were to present.

Courses Taught:

As was stated before, the Eastern volunteers were allowed to select the subject in which they wished to work. The subjects selected were either related to the volunteer's vocation or to a special skill possessed by the volunteer. Table 5 presents a breakdown of the subjects offered by the six schools.

The subjects offered at each school could be categorized into three groups: (1) academic, (2) vocational, and (3) special interest. The percentage of the courses offered in these three groups for the entire program was as follows: 50% academic, 15% vocational and 35% special interest. Table 6 shows the percentage breakdown by schools.

TABLE 4

E.A.L. VOLUNTEER ORIENTATION
SCHOOL VOLUNTEER PROGRAM
Thursday, March 16, 1972

7:00 p.m. REGISTRATION

1. Sign in
2. Pick up: name tag
   agenda sheet

7:10 p.m. THE TEAM APPROACH TO LEARNING - Principal

1. Welcome
2. Overview

7:15 p.m. VOLUNTEERS AND THE COMMUNITY SCHOOL - Community School Director

1. Responsibilities
2. Rights

7:20 p.m. VOLUNTEERS AND THE CURRICULUM - Assistant Principal for Curriculum

1. Focus: enrichment or
   tutorial
2. Attitudes to foster and avoid

7:30 p.m. BECOMING A SCHOOL VOLUNTEER - Volunteer Resource Person

1. Who are you?
2. What are you?

7:45 p.m. VOLUNTEERS AND THE STUDENTS

Math Tutors meet with Mr. Younkin
English Tutors meet with Mrs. Cohen
Spanish and ESL Tutors meet with Mrs. Fernandez
All others meet with Mrs. Cooper

TABLE 5

BREAKDOWN OF SUBJECTS OFFERED
IN THE COMMUNITY SCHOOLS

Courses	Percentage
Airline Career Consultant	4%
Art	1%
Auto Mechanics	1%
Computer Technology	4%
Data Processing	7%
Drafting	7%
Drama	1%
English Tutor (Reading)	14%
How To Get A Job	8%
History - Civics	4%
Language Tutor (Spanish, Latin)	4%
Law	1%
Logic	2%
Math Tutor	32%
Music (Guitar, piano)	1%
Photography	5%
Stewardess Training (Grooming)	4%

TABLE 6

BREAKDOWN OF SUBJECTS
BY EACH SCHOOL IN ACADEMIC,
VOCATIONAL AND SPECIAL INTEREST AREAS

School	Academic	Vocational	Special Interest
Brownsville Junior High	100%		
John F. Kennedy Junior High	66%		34%
Norland Junior High	34%		66%
Ponce de Leon Junior High	100%		
South Miami Junior High	33%	45%	22%
Miami Central Senior High	25%	75%	
Miami Springs Senior High	33%	12%	50%

Evaluation:

Evaluation of the Eastern Airlines' Volunteer Program was conducted by the School Volunteer Program. An evaluation form was developed to measure specific aspects of the Eastern program. An example of the evaluation is displayed on the following page (Table 7).

Using this evaluation form, the staff of the School Volunteer Program and the Eastern management personnel gained insight into the volunteers' perception of the program in specific aspects of the program, i.e., recruitment procedures, orientation, planning by school, facilities, feasibility of the major idea, etc. The form was also used to obtain any ideas the volunteers may have had to improve or extend the existing program.

TABLE 7

SCHOOL VOLUNTEER PROGRAM
EASTERN AIRLINES' VOLUNTEER EVALUATION

The School Volunteer Program of the Dade County Public Schools sincerely appreciates the time which has been given to the students of our system by the Eastern Volunteers during the past months. We would like to use your ideas to change, modify and improve the existing program. We would appreciate your taking time to respond to the statements on this sheet so that your opinions and ideas can be included in the planning for next year's program. Please return the completed form to: School Volunteer Program, 489 East Drive, Miami Springs, Florida 33166. Thank you in advance for cooperation.

Audrey Jackson
(Mrs.) Audrey H. Jackson

NAME(OPTIONAL)_____DATE_____

AGE(OPTIONAL)____SEX:F__M__LENGTH OF SERVICE AS A VOLUNTEER THIS YEAR____

NAME OF SCHOOL CENTER WHERE YOU WORKED_____

TYPE OF VOLUNTEER JOB YOU PERFORMED_____

DID YOU PARTICIPATE IN THE SCHOOL VOLUNTEER TRAINING PROGRAM_____

PLEASE RATE THE FOLLOWING ASPECTS OF THIS PROGRAM BY CIRCLING THE APPROPRIATE NUMBER. IF THE ITEM DOES NOT APPLY TO YOUR SITUATION, PUT AN "X" IN THE BOX LABELED "INAPPROPRIATE".

			Inappropriate
1.	Recruitment Procedures Used By Eastern & Dade County Public Schools	1 2 3 4 5 (Poor … Excellent)	☐
2.	Amount And Type Of Orientation Provided By Community School	1 2 3 4 5	☐
3.	Cooperation Of Community School Director	1 2 3 4 5	☐
4.	General Reception By The School Staff	1 2 3 4 5	☐
5.	General Reception By The Students	1 2 3 4 5	☐
6.	Planning For Volunteer By The Community School Staff	1 2 3 4 5	☐
7.	Facilities Provided For The Volunteer To Use At The School	1 2 3 4 5	☐
8.	Explanation Of The Program By The School Volunteer Coordinator	1 2 3 4 5	☐
9.	Follow-up Provided By Eastern	1 2 3 4 5	☐
10.	Publicity (Dissemination Of Information) On This Program	1 2 3 4 5	☐
11.	The Idea Of a Corporate-Public School Effort Using Volunteers To Enrich Education	1 2 3 4 5	☐
12.	The Overall Effectiveness Of This Program In Helping The Youth Of Dade County In The Areas Outlined By The Program	1 2 3 4 5	☐

13. Would you participate again in this program if it continues next school year? YES__ NO__

14. On the whole, has your experience with this effort been a rewarding one? YES__ NO__

ANY FURTHER COMMENTS OR SUGGESTIONS YOU MAY HAVE ARE MOST WELCOME. PLEASE ADD THEM ON THE REVERSE SIDE OF THIS FORM.

SUMMARY OF EVALUATION

During the two month period from March 15, 1972 until May 25, 1972, 72 Eastern volunteers contributed an estimated 1,500 hours to students in six community schools.

Every volunteer who worked up to May 25, 1972, was sent an evaluation. Sixty-one percent of these were returned. (All of the following figures are based on the 61% return.) Of the Eastern volunteers, 91% were male and 9% were female; 59% of the volunteers were between the age of 20 - 40 and 31% were between the age of 40 - 60.

Table 8 gives an overall view of the Eastern Airlines' Volunteer Program's evaluation. As can be seen by this table, 86% of the Eastern employees said that they would participate again in the program and 93% said that their experience with this effort had been rewarding.

Tables 9 through 14 give a breakdown of the evaluation by each school.

TABLE 8

EASTERN AIRLINES' VOLUNTEER EVALUATION
OVERALL PROGRAM

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools	0 0%	1 2%	19 43%	15 34%	8 19%	1 2%	0 0%
2. Amount and Type of Orientation Provided by Community School	6 14%	9 20%	9 20%	8 19%	9 20%	1 2%	2 5%
3. Cooperation of Community School Director	1 2%	1 2%	6 14%	12 27%	22 50%	2 5%	0 0%
4. General Reception by the School Staff	1 2%	1 2%	3 7%	10 23%	17 39%	11 25%	1 2%
5. General Reception by the Students	1 2%	5 12%	12 27%	14 32%	12 27%	0 0%	0 0%
6. Planning for Volunteer by the Community School Staff	7 16%	7 16%	9 20%	6 14%	6 14%	8 18%	1 2%
7. Facilities Provided for the Volunteer to Use at the School	0 0%	6 14%	13 30%	9 20%	14 31%	2 5%	0 0%
8. Explanation of the Program by the School Volunteer Coordinator	2 5%	3 7%	7 16%	19 43%	9 20%	3 7%	1 2%
9. Follow-up Provided by Eastern	11 25%	3 7%	8 19%	3 7%	4 9%	10 22%	5 11%
10. Publicity (Dissemination of Information) on this Program	7 16%	8 18%	13 29%	8 18%	2 5%	3 7%	3 7%
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education	1 2%	0 0%	3 8%	3 8%	36 80%	0 0%	1 2%
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program	0 0%	2 5%	13 30%	13 30%	8 18%	3 7%	5 10%

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	38 86%	6 14%
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	41 93%	3 7%

* 61% return of evaluations

TABLE 9

EASTERN AIRLINES' VOLUNTEER EVALUATION
BROWNSVILLE JUNIOR

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools				1 50%	1 50%		
2. Amount and Type of Orientation Provided by Community School			1 50%		1 50%		
3. Cooperation of Community School Director					2 100%		
4. General Reception by the School Staff				2 100%			
5. General Reception by the Students				2 100%			
6. Planning for Volunteer by the Community School Staff			1 50%			1 50%	
7. Facilities Provided for the Volunteer to Use at the School				1 50%	1 50%		
8. Explanation of the Program by the School Volunteer Coordinator					1 50%	1 50%	
9. Follow-up Provided by Eastern						1 50%	1 50%
10. Publicity (Dissemination of Information) on this Program			1 50%	1 50%			
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education					2 100%		
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program				2 100%			

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	2 100%	
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	2 100%	

* 100% return of evaluations

TABLE 10

EASTERN AIRLINES' VOLUNTEER EVALUATION
J. F. KENNEDY JUNIOR HIGH

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools			1 34%	1 33%	1 33%		
2. Amount and Type of Orientation Provided by Community School	1 34%			1 33%	1 33%		
3. Cooperation of Community School Director					3 100%		
4. General Reception by the School Staff					2 66%		1 34%
5. General Reception by the Students			1 34%	2 66%			
6. Planning for Volunteer by the Community School Staff					2 66%		1 34%
7. Facilities Provided for the Volunteer to Use at the School			1 34%	1 33%	1 33%		
8. Explanation of the Program by the School Volunteer Coordinator				1 34%	1 33%	1 33%	
9. Follow-up Provided by Eastern	2 66%		1 34%				
10. Publicity (Dissemination of Information) on this Program			1 34%	1 33%			1 33%
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education				1 34%	2 66%		
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program			2 66%		1 34%		

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	3 100%	
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	3 100%	

* 100% return of evaluations

TABLE 11

EASTERN AIRLINES' VOLUNTEER EVALUATION
NORLAND JUNIOR HIGH

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools			1 100%				
2. Amount and Type of Orientation Provided by Community School		1 100%					
3. Cooperation of Community School Director					1 100%		
4. General Reception by the School Staff					1 100%		
5. General Reception by the Students					1 100%		
6. Planning for Volunteer by the Community School Staff		1 100%					
7. Facilities Provided for the Volunteer to Use at the School					1 100%		
8. Explanation of the Program by the School Volunteer Coordinator					1 100%		
9. Follow-up Provided by Eastern			1 100%				
10. Publicity (Dissemination of Information) on this Program						1 100%	
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education					1 100%		
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program						1 100%	

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	1 100%	
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	1 100%	

* 34% return of evaluations

TABLE 12

EASTERN AIRLINES' VOLUNTEER EVALUATION
PONCE DE LEON JUNIOR HIGH

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools		1 13%	4 50%	3 37%			
2. Amount and Type of Orientation Provided by Community School	3 37%	2 25%				1 13%	2 25%
3. Cooperation of Community School Director	1 13%	1 13%	1 13%	1 13%	2 24%	2 24%	
4. General Reception by the School Staff	1 13%	1 13%	1 13%			5 61%	
5. General Reception by the Students			1 13%	4 50%	3 37%		
6. Planning for Volunteer by the Community School Staff	3 37%	1 13%				4 50%	
7. Facilities Provided for the Volunteer to Use at the School			3 37%	4 50%	1 13%		
8. Explanation of the Program by the School Volunteer Coordinator	2 25%	2 25%	2 25%	1 13%			1 13%
9. Follow-up Provided by Eastern	1 13%	2 24%	1 13%	1 13%		1 13%	2 24%
10. Publicity (Dissemination of Information) on this Program	1 13%	1 13%	3 37%	1 13%		2 24%	
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education			1 13%	1 13%	6 74%		
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program			3 37%	2 25%	2 25%		1 13%

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	6 75%	2 25%
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	7 87%	1 13%

* 73% return of evaulations

TABLE 13

EASTERN AIRLINES' VOLUNTEER EVALUATION
SOUTH MIAMI JUNIOR HIGH

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools			7 44%	4 25%	4 25%	1 6%	
2. Amount and Type of Orientation Provided by Community School		3 19%	6 37%	4 25%	3 19%		
3. Cooperation of Community School Director			2 13%	6 37%	8 50%		
4. General Reception by the School Staff				5 31%	10 63%	1 6%	
5. General Reception by the Students	1 6%	1 6%	7 44%	4 25%	3 19%		
6. Planning for Volunteer by the Community School Staff	2 13%		6 36%	4 25%	2 13%	2 13%	
7. Facilities Provided for the Volunteer to Use at the School		4 25%	6 37%	2 13%	3 19%	1 6%	
8. Explanation of the Program by the School Volunteer Coordinator			3 19%	11 68%	2 13%		
9. Follow-up Provided by Eastern	3 19%		3 19%	1 6%	2 13%	6 37%	1 6%
10. Publicity (Dissemination of Information) on this Program	1 6%	4 25%	6 38%	3 19%	1 6%		1 6%
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education	1 6%		2 14%	1 6%	11 68%		1 6%
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program		1 6%	6 37%	4 25%	3 19%	2 13%	

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	14 88%	2 12%
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	16 100%	0

* 64% return of evaluations

TABLE 14

EASTERN AIRLINES' VOLUNTEER EVALUATION
MIAMI CENTRAL SENIOR HIGH

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade ounty Public Schools			1 50%	1 50%			
. Amount and Type of Orientation Provided by ommunity School		2 100%					
. Cooperation of Com-munity School Director			2 100%				
4. General Reception by he School Staff			1 50%			1 50%	
5. General Reception by the Students			1 50%		1 50%		
. Planning for Volunteer y the Community School Staff	1 50%				1 50%		
7. Facilities Provided or the Volunteer to Use at the School			1 50%		1 50%		
8. Explanation of the rogram by the School olunteer Coordinator		1 50%		1 50%			
9. Follow-up Provided y Eastern			1 50%			1 50%	
0. Publicity (Dissem-ination of Information) on this Program	1 50%		1 50%				
1. The Idea of a orporate-Public School Effort Using Volunteers o Enrich Education					2 100%		
2. The Overall Effec-tiveness of this Program in Helping the Youth of ade County in the Areas utlined by the Program				1 50%	1 50%		

Questions	Yes	No
13. Would You Participate Again In This Program If t Continues Next School ear?	2 100%	
14. On The Whole, Has Your Experience With his Effort Been A Re-arding One?	2 100%	

* 50% return of evaluations

TABLE 15

EASTERN AIRLINES' VOLUNTEER EVALUATION
MIAMI SPRINGS SENIOR HIGH

Statements	1 (poor)	2	3	4	5 (Excellent)	In-appropriate	No Answer
1. Recruitment Procedures Used by Eastern & Dade County Public Schools			5 42%	5 42%	2 16%		
2. Amount and Type of Orientation Provided by Community School		3 25%	2 17%	3 25%	4 33%		
3. Cooperation of Community School Director			1 8%	5 42%	6 50%		
4. General Reception by the School Staff			1 9%	4 33%	3 25%	4 33%	
5. General Reception by the Students		4 33%	2 17%	3 25%	3 25%		
6. Planning for Volunteer by the Community School Staff	1 8%	5 40%	2 18%	2 18%	1 8%	1 8%	
7. Facilities Provided for the Volunteer to Use at the School		2 17%	2 17%	1 8%	6 50%	1 8%	
8. Explanation of the Program by the School Volunteer Coordinator			2 17%	5 42%	4 33%	1 8%	
9. Follow-up Provided by Eastern	5 42%	1 8%	1 8%	1 8%	2 18%	1 8%	1 8%
10. Publicity (Dissemination of Information) on this Program	4 33%	3 25%	1 8%	2 18%	1 8%		1 8%
11. The Idea of a Corporate-Public School Effort Using Volunteers To Enrich Education					12 100%		
12. The Overall Effectiveness of this Program in Helping the Youth of Dade County in the Areas Outlined by the Program		1 8%	2 18%	4 33%	1 8%		4 33%

Questions	Yes	No
13. Would You Participate Again In This Program If It Continues Next School Year?	10 83%	2 17%
14. On The Whole, Has Your Experience With This Effort Been A Rewarding One?	11 92%	1 8%

* 46% return of evaluations

RECOMMENDATIONS AND CONCLUSIONS

Recommendations. Recommendations for the future implementation of the Eastern Airlines' Volunteer Program are based on (1) the verbal and written responses of the volunteers and (2) conclusions formed by the staff of the School Volunteer Program after developing and working with the program. The recommendations are as follows:

1. That the program be continued and expanded, including the modifications and additions that were suggested by the pilot phase.

2. That a "team" approach (two volunteers per class) be used throughout the program.

3. That a more structured orientation period be provided and the Community School Directors.

4. That more emphasis be placed on publicizing the program with the Eastern system and in the Greater Miami community at large.

5. That the six school sites be maintained and a maximum of four added to accomodate the new volunteer recruits.

6. That the program coincide with the two traditional semesters, fall and spring, and that volunteers be assigned to schools for a one-semester period of time.

Conclusions. From an overall standpoint, it can be concluded that the Eastern Airlines volunteers contributed

a vast amount of skill and knowledge to the students of Dade County Public Schools in a brief period of time. Further, the evaluation points out that the volunteers derived much satisfaction from this endeavor.

Prepared By

Miss Nancy Cail
School Volunteer Program

APPENDIX

Volunteers' Comments and Recommendations

VOLUNTEERS' COMMENTS AND RECOMMENDATIONS

Included on the evaluation form was a section which asked the volunteers to list any further comments or recommendations concerning the program. Following are these comments and recommendations listed according to school.

John F. Kennedy Junior High.

1. Two math tutors could not effectively help eight to twelve students because students were working within three levels of math even though all the kids were in the eighth grade.

   Recommendation: Two or three students on the same level per tutor would seem a better match.

2. Attendance was somewhat irregular and at times only one tutor was needed.

   Recommendation: Students on the junior high level should have parents' consent and understand objective of program.

3. Time would seem to be better spent by tutoring students who are having difficulty in school and desire to improve instead of devoting time to students who are making good grades.

4. On balance, the sessions were worthwhile and enjoyable.

Norland Junior High:

1. The school did not seem organized to handle any program of this sort.

2. According to the students there was almost no publicity about the program.

3. There were sixteen students for one instructor which required more than one night of volunteer work. More than one instructor will be needed next year.

Ponce de Leon Junior High:

1. Tutoring math was difficult because students were from various classes using different text.

2. Attendance of students was very irregular. There were several weeks when no one came, while up to six students came the rest of the time.

   Recommendation: There should be coordination such that if no students need tutoring during a given week, the instructor can be notified and advised not to come.

3. There was an interest of the students for instruction in piano, but the instrument was not made available.

4. There was no contact with the teacher of the students who were being tutored.

   Recommendation: Feedback is valuable. I think some communication should exist between the volunteer and teacher for mutual benefit.

5. There was no orientation, nor was there a need for one. There was never any direct contact with the administration, but this was not a handicap.

South Miami Junior High:

1. Having only one student, many times zero, was disheartening and not worth the time. This situation improved as time went on, and as selection for recruitment of students improved. Some students felt uncomfortable being alone with the volunteer. Apparently they find safety in numbers in the normal situation in school.

2. Recommendation: Classes would be more enjoyable and productive for both the volunteer and students if three or four students were assigned to one volunteer. Some system should be set up so volunteers could be notified if students were not going to come.

2. The type of student who showed up and benefited was the one who had the ability and some desire, but needed the material explained in different words. Those students that did not benefit were usually irregular in their attendance.

   Recommendation: In recruiting students, the school should scree the students interest before placing him in class.

3. There were no lesson plans, worksheets, study materials or other information relating to the course provided by the teacher or school.

   Recommendation: A system should be set up so that tutors can get in touch with the students' teachers to see exactly what areas should be covered and also as a follow-up to see the effect of the tutoring on the students' work.

4. Volunteers should be advised in advance of his students and age group in order to design the course around their interest.

5. Attendance and participation needs to be improved. Many students stopped coming before the end of the course.

   Recommendation: Students should be presented with the idea that they should be interested enough to participate and stay with it.

6. Students related that they hadn't been advised when classes were to begin which caused a great deal of confusion for the first few weeks. Publicity was needed in greater quantities.

Miami Central Senior High:

1. More students were needed and would have been better from the senior high level. At the first two sessions, there were only two students for four teachers.

2. Notification to start work came the same week the program was to begin.

3. Volunteer should be notified of what school and subject he has been assigned to if it differs from his first choice.

Miami Springs Senior High:

1. This session was organized enough to be beneficial.

   Recommendation: To better fit volunteers to students more should be taken into consideration:

   a. Languages spoken by students and teachers - a Spanish-speaking student cannot learn from a teacher who speaks only English. (Spanish-speaking volunteers need to be recruited.)

   b. Classes should be organized at a time when most of the students interested in that class can attend.

   c. Transportation - many students could not attend because they simply had no way to get to class. If this program is set up to help students, why not also help them to get to class?

2. Students who indicated interest in a program failed to show up for scheduled meetings.

   Recommendation:

   a. It should be emphasized to the students that if they are not going to show up, they should not sign up. Make sure students understand that the instructor is a volunteer and they are also volunteers.

   b. There should be one or two Eastern volunteers in reserve for those of us who might not make it on some nights.

3. Lack of cooperation between school and students. Some students advised of availability of course at 3:00 p.m. the day the course began and became disinterested.

   Recommendation: Student should be given advanced notice of when and where the class will be held so that they will be able to make plans accordingly.

4. Average instructor of a special interest course could handle eight to ten students with ease rather than two or three.

   Recommendation:

   a. Possibly fewer subject choices might increase size of classes.

b. In some cases, as in tutoring math and reading, the low student-teacher ratio level permits communicating to students the concepts and understanding that have eluded him so far.

5. Once subject was assigned to volunteer, there was no offer of textual or other material to assist the volunteer in understanding the educational goals of the school in relation to the assigned students.

   Recommendation: A "student resume" by the classroom teacher or counselor would assist both the students and volunteer.

6. Too great an emphasis was placed on what the students thought they should be learning rather than an emphasis on what they needed.

7. The idea of the volunteer program was a very good one. The one problem at Miami Springs was the fact that out of twelve students in my class (there were two instructors) eleven students did not speak enough English to understand much of the course.

8. There was perhaps too great an emphasis on what the students thought they should be learning rather than an emphasis on what they needed.

9. Since a large proportion of students attending these classes are Spanish-speaking, it might be advantageous to try to recruit Spanish-speaking instructors. But, despite the language barrier, most of the students seemed very interested in most of the material in the course.